



New Sources and Opportunities for Value

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Jon Ingham

- People and organisation strategist
- Author 'The Social Organization' (2017)
- Value = increasing the impact of our activities on the intangible outcomes which lead to business performance

Intangibles:

- Grows when used vs. getting used up
- Adding value to existing business objectives
- Creating new potential opportunities

Facilities



Business
Results



Creating
New
Business
Opportunities

Adding
Value to
Existing
Objectives

People Outcomes

Human Capital

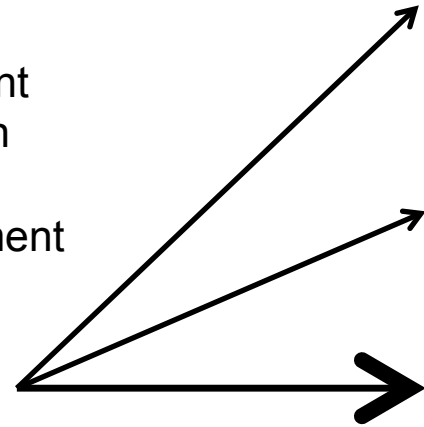
Social Capital

Organisation Capital

People Activities

People Outcomes

Recruitment
Human Resources
Learning & Development
Internal Communication
Team Development
Organisation Development
Organisation Design
Workplace Design
Facilities Management
Digital Workplace



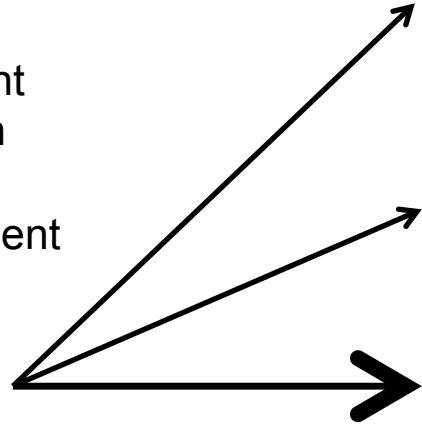
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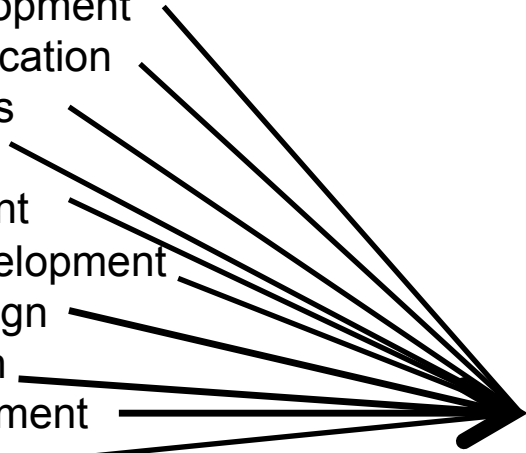
Wellbeing
Engagement
Skills
Behaviours

Connections
Relationships
Conversations

Physical environment
Technological environment

People Activities

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Additional Requirements for Creating Value

- Purpose vs. Shareholder Returns
- Principles vs. Rules
- Empowerment vs. Control





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